



**Position:** Collector Analyst

**Company:** USCB America/Human Resources (Through U.S. VETS)

**Location:** Los Angeles

**Wages:** Negotiable (typical salary range is between \$50k and \$60k/year)

**Primary Duties:**

- Collects accounts in a professional and consistent manner.
- Operates a PC, telephone, and basic collection system programs.
- Accurately and timely documents/inputs all telephone conversations.
- Performs skip tracing.
- Identifies debtors' assets and ability to pay using online tools.
- Submits accounts for litigation review when assets are identified and there a refusal to pay or lack of response.
- Exhausts all efforts on accounts worked by using available tools in a timely and consistent manner.
- Maintains compliance with FDCPA, FCRA, and HIPAA.
- Adheres to all state and federal regulations regarding collection procedures.
- Follows policies and procedures to maintain workflow standards.
- Adheres to all company policies and procedures.

**Requirements:**

- Has successfully completed one year experience as Collector II or two to three years outside collection industry experience, or has consistently met or exceeded pre-established goals/targets as defined by Management and the Unit's performance standards while performing as a Collector I, II, or III.
- Demonstrates the ability to perform skip tracing using Clear and other on-line skip tracing tools
- Is highly organized and has excellent oral and written communications skills.
- Has basic experience utilizing an auto-dialer system.
- Possesses professional telephone demeanor and appearance.
- Can multitask and adapt to the demands and guidelines of multiple clients.
- Puts forth persistent efforts to reach account resolution in a timely manner.
- Ability to analyze information gathered/provided by the client and make decisions based on relative facts.
- Interacts successfully with all levels of management; Responds positively to direction and supervision.
- Demonstrates the ability to work in a fast-paced environment.
- Ability to work patiently in occasionally stressful situations.
- Meets deadlines.
- Has the ability to keyboard 30 wpm.
- Physical ability to sit at a workstation for 2 hours without interruption.

**If you would like to apply to this position, please contact your Applicant**

**Coordinator at:**

**Last name begins with A-K: 916-854-3881**

**Last name begins with L-Z: 916-854-3882**